



# Next steps to better care in Leicester, Leicestershire and Rutland

**August 2018**



*"Our life, our health,  
our care, our family  
and our community"*

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# Next steps to better care in Leicester, Leicestershire and Rutland

## Foreword

By the managing directors of NHS Clinical Commissioning Group (CCGs) and chief executives of NHS trusts and the ambulance service in Leicester, Leicestershire and Rutland (LLR)

**The three NHS trusts and three clinical commissioning groups in Leicester, Leicestershire and Rutland, working alongside a range of other independent, voluntary and community sector providers and local councils, combine to look after a population of more than one million people. They do this through Better Care Together (BCT) – the local Sustainability and Transformation Partnership (STP).**

More than 22,000 dedicated NHS staff alongside a further 32,000 social care staff work exceptionally hard every day to provide the best care to residents in our area and those who seek treatment here.

As leaders in these NHS organisations, we are proud of their efforts and the health and care services they collectively deliver.

Skilled and dedicated, they save and improve the lives of local people. Their service is typical of the great efforts of committed and talented individuals, who have helped deliver 70 successful years of NHS care in our country and in LLR.

There is no doubt that fantastic staff will continue to be the cornerstone of the NHS in the next 70 years, too.

But, we face unprecedented challenges, which come with an ageing population and dramatic increases in the number of people with long-term and complex conditions.

It is no longer sustainable for people to work even harder and take on more responsibility. We require



people to work differently. An integrated approach, in which different NHS organisations and their partners work together, is essential. This allows us to create new care pathways and more efficient and effective services with patients at their centre.

In November 2016, the BCT partnership published draft proposals for the development of local health and care services. In it we described how we will work together on the “triple aims” of the NHS Five Year Forward View. These include improving the health outcomes of people, providing better quality care and ensuring financial sustainability.

**This document describes the progress we have made. It sets out how we will develop an effective integrated health system in LLR along with our next steps for improving health and care for the local population, while meeting the challenges we face now and in the future.**

We are confident it is the right approach because, as a healthcare system, we have been working closer together through the BCT partnership since 2014.

We are now seeing real progress as a result of this approach.

Clinicians, staff, patients and partners in LLR have identified new ways of working that not only deliver benefits for patients, but also better value for money for the NHS.

The improvements we have made to urgent care in LLR are a good example.

For many years the number of patients seeking and needing urgent care in LLR, and across the country, has been rising. This has created huge pressure on our acute hospitals and at the emergency department of Leicester Royal Infirmary, in particular.

This winter brought the highest demand for services we have ever experienced in LLR.

It was a struggle to deliver a high-quality service every day and we often fell short of the standards we want to achieve around waiting times. But, the changes we have made were crucial in enabling us to maintain the service even in the face of unprecedented demand.

Thousands of patients are now seen safely away from the emergency department through the introduction of new services including effective clinical navigation via NHS 111 so more people are directed to the right place for care. And working together NHS organisations in LLR have developed alternative treatment options. For example, patients have access to GP services in the evenings and at weekends through primary care hubs. Meanwhile, an Integrated Crisis Response Service in Leicester is providing integrated health and care support.

As part of this integrated approach one of our partners, University Hospitals of Leicester NHS Trust, secured £48 million to upgrade the emergency department at the LRI which is now open.

BCT partners have also worked closely with our local authority colleagues in social care to improve the flow of patients out of hospital and back home to their usual place of residence or into intermediate care.

This integrated approach will improve the care and experience of patients by reducing the number of times that their discharge is delayed. It will also reduce the demand on the acute hospitals.

While we have made some great strides there are things that we don't feel that we do well enough. We are tackling these areas through our priorities.

We are strengthening primary care and developing a proactive and effective approach to planning and delivering care for the most frail and vulnerable people in our community, including those who have long-term and complex conditions. We are also improving access to General Practice for the population as a whole and providing better support for people with mental ill health and more accessible specialist treatment, as well as urgent care when they experience a crisis. We also want to prevent and detect cancers early and support patients through treatment and into survivorship, as well as reduce waiting times for cancer treatment.



We are developing a health and care system that keeps people well and out of hospital, moves care closer to home, provides timely care in a crisis and delivers the best specialist care possible.

To achieve this we need to create a healthcare system that is fit for purpose.

We will be making greater use of Information Technology to provide electronic patient records that can be shared by clinicians across the system, access to healthcare for patients via smartphones and increased use of telemedicine, among other developments.

And we need to develop our estate, subject to significant public investment, so we have appropriate facilities in which to deliver 21st century healthcare as efficiently as possible.

## Foreword

We continue to develop our proposals for the reconfiguration of our acute hospitals and improvements to maternity services. We are redesigning a range of services we will need in the community as more care moves out of those acute hospitals closer to people's homes.

While our focus is fixed on patient services, routes through the care system, care and outcomes, we do recognise the scale of the challenge now faced by the NHS. Our staff respond to it every day and night.

Demand is at an all-time high, but over recent years the growth in NHS funding has slowed to an historically low level.

However, the Prime Minister announced in June that the NHS nationally will receive increased funding of £20.5 billion per year over five years (an annual increase of 3.4%). This will have an impact on what we are able to achieve through the plans and priorities of the BCT partnership, which we will assess as the details of this additional spending become clear.

Regardless of further national details on funding we remain ambitious in our plans and feel that we have a great opportunity to continue the ongoing work whilst also maximising the opportunities to secure more resources for the NHS, social care and public health in our area.



*We need a health and care system that keeps people well and out of hospital, moves care closer to home, provides timely care in a crisis and delivers the best specialist care possible.*



It is set against this context that local NHS partners decided that our BCT partnership needs to continue its ongoing work to improve care for patients. But we also decided that now is not the time to produce a detailed long-term 'blueprint' for all NHS services by

creating a 'final' version of our original STP plan. This is because the publication of the national NHS plan is likely to have a direct and significant impact on what it is possible to afford – and therefore some of the choices that we may need to make.

In the meantime we felt it was important to update local people and stakeholders on the work that is being done by the BCT partners. This is why we have published this Next Steps document.

As a health and care system we have matured and evolved and organisations are working beyond their own boundaries to improve services for local communities. To put us alongside other areas in the country we will continue to evolve, joining up health commissioners and providers with social care, the voluntary and community sector, Healthwatch and other organisations and communities to integrate services.

We know the NHS is an institution that people are very proud of and making changes to it causes concern as patients and their families are rightly anxious about the impact they will have. We are committed to listening to and understanding people who use and provide health and social care. We have already co-designed improvements to implement better, more person-centred services by engaging with staff, carers and patients and will continue to ensure their voices are heard.

We are in no doubt about the work involved in delivering this strategy, but believe it is the right one for the people of LLR and the staff who work in our services.

*East Leicestershire and Rutland CCG*

*Leicester City CCG*

*West Leicestershire CCG*

*University Hospitals of Leicester  
NHS Trust*

*Leicestershire Partnership NHS Trust*

*East Midlands Ambulance Service*

SECTION  
**01**

**Introduction –  
Improving health  
and care in LLR**

**The aim of the BCT partnership, set up in 2014, is to improve the provision of health care in Leicester, Leicestershire and Rutland (LLR) by bringing NHS organisations and other partners, including local authorities and the voluntary and community sector closer together to deliver a better service and to do so more efficiently. We serve a diverse range of communities and recognise that they have different needs which have to be considered as we develop our solutions.**

The BCT partners include: East Leicestershire and Rutland CCG; Leicester City CCG; West Leicestershire CCG; University Hospitals of Leicester NHS Trust; Leicestershire Partnership NHS Trust and East Midlands Ambulance Service.

They work alongside Leicester City Council; Leicestershire County Council; Rutland County Council; Health and Wellbeing Boards (Leicester City, Leicestershire and Rutland); NHS England and Voluntary and Community Services.

The following diagrams explain our vision, principles and goals for a sustainable, affordable system that is fit for purpose.



## Our principles: How we are working



### Work as One Team

Across boundaries, united in overcoming challenges and sharing responsibility to provide the best service and outcomes to patients. We want people to move through the system seamlessly, unaware that different organisations are working together to care for them.



### High Quality, Person-Centred Care

For local people across that patch from home to hospital and back again. We want to maintain the health and wellbeing of local people, ensure the best possible outcomes for them when they need treatment or care, wherever they live throughout Leicester, Leicestershire and Rutland.



### Efficiency and Best Value

To make the most of every pound we have to spend in Leicester, Leicestershire and Rutland by sharing resources, cutting duplication, waste and delay and innovating to overcome the challenges we face. This includes setting up new systems to care for people at home and in their local community, as well as using IT to share patients' records and offer new services.



### Support and nurture a committed health and social care workforce

By helping staff to develop new skills and understanding, encouraging them to be the best, promoting high morale and managing talent and resources. We will be asking staff to work in different ways, in different places and with different people and organisations. We want to give them the skills and set up the system in a way that allows them to do a great job for local people.

## What you have told us

The thinking and new ways of working developed by the partnership contributed to our draft STP, which was published in November 2016, followed by a period of engagement from January to March 2017. Feedback from the public and NHS England identified a number of areas where more work was required, which has influenced this document which sets out Next Steps for BCT. In particular you asked us to consider:

- The design of **community services**, including the type and number of community beds, to support the provision of integrated care, independence and a reduction in hospital admissions and readmissions
- The need to maintain **acute bed capacity** and **access to maternity services** within plans to reorganise the acute hospitals in LLR and create a new maternity hospital
- Improved access to **GP services**, including 'out of hours' and home visits
- A greater emphasis on mental healthcare, in order to achieve 'parity of esteem' with physical healthcare
- Better use of **technology** and in particular the creation of a single patient record
- Recognition that local areas are different and many LLR residents access care from other counties.



Professor Mayur Lakhani, Leicestershire GP, Chair of West Leicestershire Clinical Commissioning Group and Chair of Better Care Together Clinical Leadership Group

*"I am proud of the progress we have made to date through Better Care Together, for example the use of blood thinning drugs which have reduced the number of strokes. But we need to go much further as we are determined to provide the best possible quality of health and social care.*

*The next phase of Better Care Together is therefore a focus on implementation and making things happen. There will be a massive focus on 'home first' – joined up primary and community services. As a working doctor, I know that doing nothing is not an option, I want to do even more for my patients.*

*I strongly support our plans as a way forward to make LLR one of the best health and care systems in the country by all the institutions working together with the people they serve and using resources effectively."*



SECTION

02

Progress we  
have made

**The BCT partnership first brought together the six NHS organisations working alongside the three principal local authorities in LLR in 2014. The partnership has enabled clinicians, NHS and local authority staff, as well as patient representatives, to develop new ways of caring for local people.**

This approach has improved services and demonstrated that they can be delivered more efficiently, and at the same time reduce pressure on parts of the health service that feel particular strain.

Some specific achievements include:

**We have secured £48 million** for the new emergency department at Leicester Royal Infirmary as well as a commitment to fund around £2 million of improvements at general practice premises. Last year, we also secured £8 million for a purpose-built mental health ward for children and young people with a focus on eating disorders and £30 million for new intensive care units and a new ward at Glenfield Hospital.

**A new Treatment Centre at St. Luke's** in Market Harborough, opened in March 2017. It comprises of a minor injuries unit, GP surgery, X-ray, mental health and outpatient clinics, a specially-equipped physiotherapy suite and podiatry rooms. In the first year of opening 47,000 patient visits have taken place, including 7,400 who have benefitted from the state-of-the-art X-ray suite. That has saved many of these patients a journey into Leicester City.



**Planned care** ranging from diagnostic tests to minor surgery is already moving from acute hospitals into the community. In urology, for example, 500 procedures to examine the bladder and 120 surgeries have been completed.

**12 Integrated Locality Teams**, in which specialists from different organisations work together to care for patients with long term and complex conditions, have been established. In 2018/19 these teams will improve the care of these vulnerable patients and reduce emergency admissions.

**Over 6,800 patients** have been seen within two hours of referral by the City's Integrated Crisis Response Service (ICRS). More than 1,800 responses were to patients who had fallen, with an average response time of less than 28 minutes. This helped to avoid emergency attendances for the vast majority of these patients.

**The NHS 111 service**, which includes a clinical triage system that provides telephone advice and where necessary, directs patients to the best place for treatment. More than 5,500 people, who would have ended up in the emergency department, have been treated more appropriately elsewhere.



**A remote cancer monitoring service** for prostate cancer has been introduced which reduces the need for patients to travel to outpatient appointments. In the first three months of this service being set up, 210 patients were followed up in this way.

**A female Psychiatric Intensive Care Unit** has opened at Glenfield Hospital, which means that female patients can now be treated locally rather than in a unit outside of LLR.

**Around 2,000 extra appointments** are being made available each week with GPs and nurses at Leicester's healthcare hubs – helping to reduce demand on urgent and emergency services.

**We have introduced a new test** for patients who have a change in bowel habits. This has resulted in 70% of patients not going on to need a referral for bowel cancer, reducing worry for patients and the cost to the NHS.

**Support from the local authorities' adult social care Hospital Transfers Teams** has meant that the number of delays in transfers of care has again fallen, which compares well against many other parts of the country. Reducing transfer delays is helping us to make better use of our hospital beds.

**We engaged with patients, public and our staff** on our draft plans and feedback has been used to further refine and develop our work. And we are committed to continuous patient and service user engagement as we progress our plans.

**An advice and guidance service** has been launched for 27 specialities. GPs are able to have a conversation with a hospital consultant prior to referring a patient to hospital, meaning that 80% have not needed an outpatient appointment at all.

## The challenges facing the NHS in LLR

SECTION

03

### The challenges facing the NHS in LLR

NHS staff in LLR work extremely hard to meet the needs of patients and do an excellent job providing high quality, safe care for the local population.



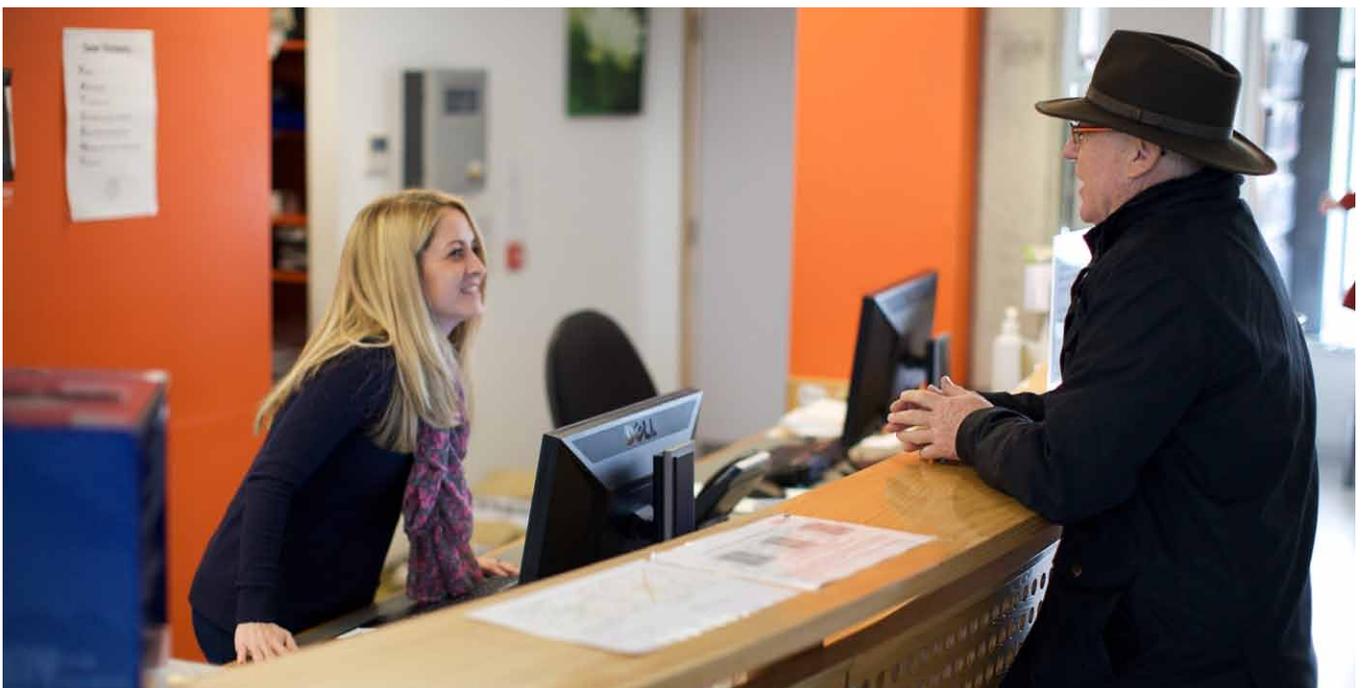
Whilst BCT partners can demonstrate many achievements, which are benefiting patients, we are struggling to meet continued increases in demand and we anticipate that if we do not take further action now then the services patients receive will decline.

Some of the key challenges faced by the partners in LLR are described on the following pages.



Niki Evans-Ward,  
patient  
representative,  
maternity services

*“These are challenging times for the NHS, but the team developing the plans for maternity services in LLR have the best interests of mums and babies at heart. The team are very passionate about what they do and will not compromise on patient safety.”*



Clinicians, patient representatives, NHS and local authority staff have been working together to find solutions to the challenges faced in LLR. Patients have played a key role in identifying challenges and reshaping services including through the Better Care Together Patient and Public Involvement.

We have talked about some of the things we have already done to meet these challenges in Section 2. And there is more about our future plans in section 5.



*NHS staff in LLR work extremely hard to meet the needs of patients and do an excellent job providing high quality, safe care for the local population.*



## Triple Aim Gaps: Our Challenge



### Health & wellbeing



Variation across CCGs in factors affecting health



**7.1%**

to

**11.1%**

range in Maternal smoking rates

**36% to 29.2%**

range in children 10-11 classified as overweight or obese



**1.8% to 43.9%**

People living in 20% of the most deprived areas of England



Inequalities in male and female life expectancy

**77.2 to 80.7**  
years range

**81.7 to 84**  
years range



**Leicester**

11.6 stillbirths per 1,000 total births

**Nationally**

7.1 stillbirths per 1,000 total births



One year survival rates from cancer



**67.3%**  
Leicester

Premature mortality rate  
**CVD**

**52.2 to 90**  
deaths per 100,000 population

**Respiratory disease**

**21.9 to 45.4**  
deaths per 100,000 population

**Cancer**  
**110 to 115**  
deaths per 100,000 population

**Liver Disease**  
**11.1 to 18.4**  
deaths per 100,000 population

Variation across CCGs in health outcomes for the BCT area

% diabetes patients who have all three of the NICE recommended treatments:

**43%**  
in Leicester



**41.5%**  
in West Leicestershire

**73.3%**  
in East Leicestershire and Rutland

This information was collated in June 2018

## The challenges facing the NHS in LLR



# Care & Quality

# 2



### Delivering NHS constitutional targets:

A&E	88.2% against a target of 95% (UHL)
Cancer	62 day wait – 78% against a target of 85% (UHL)
Referral to Treatment	85.8% against a target of 92% (UHL)
Category 1 Ambulance average wait	7.49 mins against a target of 7mins (LLR)
Improving Access to Psychological Therapies	10 -11% against a target of 15%

N.B. the percentage = percentage of patient waiting in comparison to the NHS target



### Provider Quality:

Acute and community providers both rated requires improvement by CQC

10% of GP practices inspected rated as requires improvement and 3% rated as inadequate

### Unwarranted variation:

Need to reduce treatment variation in referral, prescribing, treatment outcomes across primary, community and acute sectors



### Infrastructure and workforce improvements

- ▶ Need to improve the LLR health estate to ensure the delivery of modern healthcare
- ▶ Need to recruit more clinicians into LLR and retain them



### Improving independence:

- ▶ Our rate of **Personal Health Budgets** is low at 14.6 per 100,000 population in Leicester City
- ▶ People with long term conditions supported to manage their conditions ranges across CCGs from 65% to 68%
- ▶ There are **patients in acute hospitals that do not need to be there** and should be cared for in a more appropriate setting



### Sustainable services:

- ▶ Current configuration of acute hospital sites makes it difficult to maintain sustainable and safe services
- ▶ Some community hospitals are unsustainable due to their size and condition



# Funding & Finances

# 3

## System efficiency and finance challenges 2018/19



# £120m

saving required across NHS organisations

### Savings are needed because of:

- ▶ Aging population
- ▶ Increase in long term conditions
- ▶ Rising cost of delivering services



If we do **NOTHING** this represents:

# 8.43%

of the total NHS allocation

This information was collated in June 2018

SECTION

04

The NHS cannot  
stay the same

**In Leicester, Leicestershire and Rutland, and throughout England, the NHS faces unprecedented demands for health and care services. This is making it harder to deliver high quality services and control costs. The BCT plan for LLR has been developed by clinicians to meet this rising demand and provide safe, high quality care in a sustainable way.**

- There is a need to redesign care in the era of empowered patients – able to take care of their own health, chronic health conditions and new technologies.
- With a growing and ageing population there are more people needing urgent and emergency services
- There is waste and inefficiency that can be tackled within the health and care system and we are determined to do this.
- Hospital staffing has risen, but the number of patients being looked after has increased faster. GP numbers over the last seven years have actually fallen.



## The Pressure



**Increased demand** – A growing and ageing population means the NHS must treat more patients and a greater number with complex conditions.

By 2023 the population of LLR is estimated to increase by 5.2% to 1,124,300 people. The number of people aged 75 and older is set to increase by 25.7% to 104,100 people.

Information based on the 2016 based population projections published by the Office for National Statistics. Data source:



**How we provide care** – The NHS was developed when medical interventions were less effective. People tended to die younger. Now people generally live longer but more patients have long-term illnesses. Care is not a one-off event, but an ongoing process



**Inefficient buildings** – Some NHS facilities are old and have high running costs, while some services are split across multiple sites, undermining care quality, leading to duplication and increased cost.



**Staff recruitment and retention** – Shortages of doctors, nurses and midwives undermines the quality of care and increases the cost of services as NHS organisations pay for expensive agency staff.



**Advances in medical treatment** – The availability of more sophisticated treatment allows us to do more than ever before for patient, but this often comes at a higher cost.



**Increasing financial pressure** – whilst we are awaiting further information on NHS long term funding, demand is increasing at a faster rate than available resources. As a result our local health and social care services are under increasing financial pressure.

**The NHS cannot  
stay the same**



**Without  
improvements:**

Outdated ways of providing care in the face of escalating demand, increasing emergency hospitalisations and long stays, maintenance backlogs and duplication of services all result in high running costs, inefficiency and overspending.



**With  
improvements:**

Shift care into the community relieving pressure on expensive hospitals; undertake major reorganisation of hospitals to remove waste and duplication; improve efficiency through modernising some facilities and closing others.



**Without  
improvements:**

Health outcomes decline as GP/community-based care struggles to cope with increasing demand; more patients suffer health crises and require emergency hospitalisation and long stays; planned care cancelled as emergencies rise; duplication of hospital services undermines quality and safety of care.



**With  
improvements:**

Health outcomes improve by strengthening primary, integrated and urgent care to support Home First approach for patients with long term conditions; shift services out of hospitals into the community; reorganise hospitals to remove duplication of services.

*In practical terms 'Home First' means that we should ask "Why is this patient not at home?" or "How best can we keep them at home?"*

The NHS has lasted 70 years by continually evolving and has become more efficient, removing waste and duplication and most importantly it has improved the health and wellbeing of local people. To remain sustainable ongoing development is essential.

The national landscape is also evolving and more announcements will be made later this year. As plans develop for the NHS in England, the BCT partnership will need to take account of them in our local plans and priorities.

**National picture in brief**

A funding growth for the NHS of 3.4 per cent a year over the next five years, amounting to an extra £20.5 billion by 2023/24 was announced earlier in the year.

The NHS has identified five major priorities for the NHS long-term plan due to be published later this year.

This includes:

- mental health, especially services for children and young people, and potentially 'core crisis care.
- Cancer including improving cancer screening services.
- a new focus around cardiovascular disease – stroke and heart attacks.

- renewed focus on children's services, and prevention and inequality as they affect children.
- new objectives for reducing health inequalities including the life expectancy of people with learning disabilities and for rough sleepers and homeless people.

The Government has promised to consult in 2018 on a long-term solution to social care funding for older people in England in a Green Paper (a consultation paper produced by the Government). There will also be a separate process to find out how the social care system can work for working age people.

A new national workforce strategy designed to help secure the long-term supply of nurses and doctors for the NHS will be published this year.

SECTION

05

Our next steps to  
better health and  
care for everyone

**Our next steps to improving the health and wellbeing of our diverse population is centred around our model of care that has been evolving over recent years. It has the following four key components:**



**Keep more people well and out of hospital**

through better public health and prevention of illness, early detection and management of disease, support for patients at home and in their community.

We will strengthen primary care to help people make the right lifestyle choices and improve access to GPs and practice teams.

Integrated teams have been created at a local level, across different NHS organisations, to meet the needs of an ageing population and patients with complex conditions in order to better care for people and reduce reliance on acute hospital care.



**More care closer to home**

from the management of long term conditions to planned procedures and follow-ups.

We will introduce a "Home First" approach to care for people at home or in community facilities, avoiding unnecessary hospitalisation or rehabilitating them after a stay in hospital as they regain their independence.

Some planned care will be moved from acute hospitals to the community and unnecessary follow up and outpatient appointments will be avoided.



**Care in a crisis** from 111 to 999, urgent care to the emergency Department, including an urgent and emergency response for people experiencing mental health episodes.

We will improve urgent and emergency care by extending access to general practice in the evenings and at weekends and developing urgent treatment centres in the community.

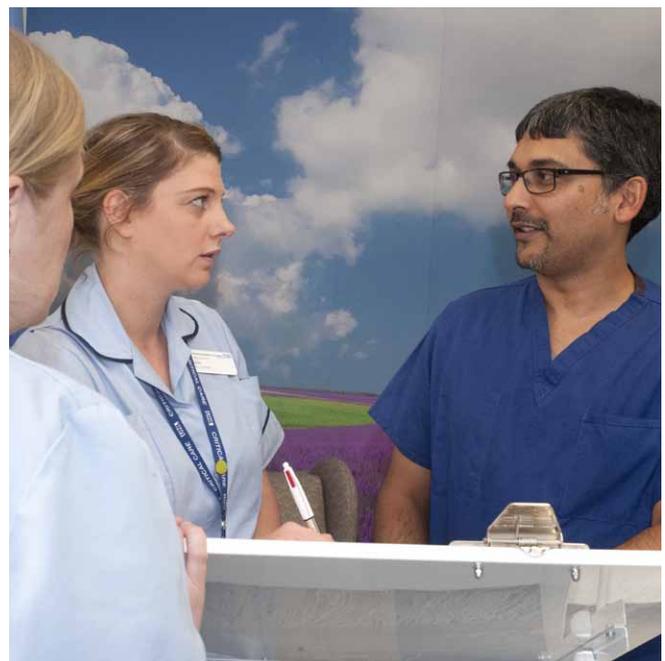
Pressure on emergency care will be eased through the NHS 111 service, offering GP support at A&E and improving the flow of patients through the hospital.



**High quality specialist care**

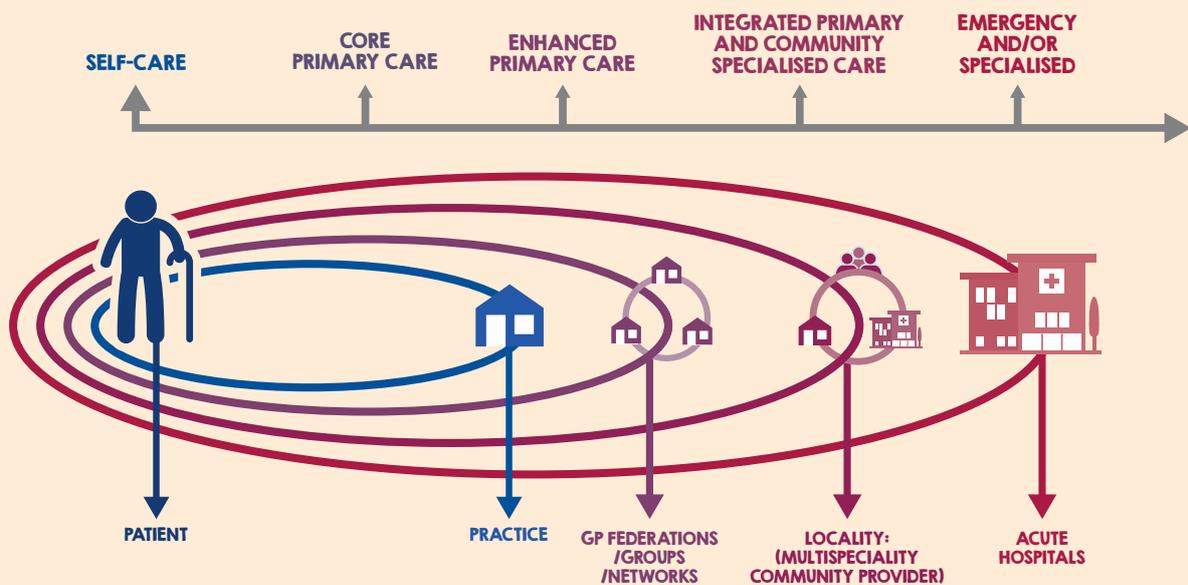
to support patients in their homes, community facilities and hospitals to get the best possible outcomes.

We will create specialist pathways, the route that people take through the care system, that include staff from different NHS and local authority organisations to provide joined up, high quality care for children, pregnant mothers, those with mental health needs, learning disabilities, dementia, cancer, long term or multiple conditions.



## Our next steps to better health and care for everyone

### Our Model of care



The evolving model of care will create a far more clinically effective and cost-efficient system. It will be built around individuals, supporting them to be as active and as independent as they can be. Wherever it is clinically appropriate we will aim to treat people at or close to home. We will always ask 'how best can we keep this person at home?' or 'why is this patient not at home?'

The model will strengthen primary care and the provision of GP services. The GP surgery with its list of registered patients will remain the central pillar of local care. Recruitment to new roles within the primary health care team, supported by integration of care for people with long-term and complex conditions through multidisciplinary teams and practices working more closely together in federations or localities, will increase the capacity available.

We anticipate that multidisciplinary teams including staff from social care, working on a placed-based model of care, will reduce the number of emergency admissions. However, a patient will always receive specialist hospital care when it is required.



*The model will strengthen primary care and the provision of GP services. The GP surgery with its list of registered patients will remain the central pillar of local care.*



What is integrated care? It is about operating at three different levels of 'place'		
Level	Population Size	Purpose
 <p><b>Neighbourhood</b> (Health Needs Neighbourhood and Localities)</p>	 <p><b>30,000 to 50,000</b></p>	<ul style="list-style-type: none"> <li>• Deliver high quality primary care</li> <li>• Proactive care via integrated locality teams for defined populations and cohorts</li> <li>• Asset based community development to support health, wellbeing and prevention</li> </ul>
 <p><b>Place</b> (Leicester City, Leicestershire County and Rutland)</p>	 <p><b>37,000 to 610,000</b></p>	<ul style="list-style-type: none"> <li>• Based on upper tier authority boundaries</li> <li>• Delivery of specialised based integrated community services, including social care</li> <li>• Delivery of reablement, rehabilitation and recovery services</li> <li>• Prevention services at scale</li> </ul>
 <p><b>System</b> (Leicester, Leicestershire and Rutland)</p>	 <p><b>1,000,000+</b></p>	<ul style="list-style-type: none"> <li>• System strategy, planning and implementation</li> <li>• Work across the system on specialist areas such as cancer, mental health and urgent care</li> <li>• Make best use of all our combined assets including staff and buildings</li> <li>• Manage performance and system finances</li> <li>• Establish a system framework for prevention</li> </ul>

## Our goals for each model of care component

Each BCT work stream has goals, which we now describe, that are being progressed during 2018/19:



## Keep people well and out of hospital

Demand for health services in LLR is rising. A major factor is that our population is ageing and there is an increasing level of need from people with long-term illness and multiple conditions. At the same time, we have a shortage of doctors and nurses in primary care. We see the effects of this rising demand and lack of

capacity in high levels of admissions to hospital, over-reliance on emergency and urgent care, long waits at some practices to see GPs and inconsistent delivery of care in some areas.

LLR is ranked in the bottom 25% of NHS regions when patients with a long-term condition are asked if they feel supported to manage their conditions.

Our goal is to coordinate the care of people with long-term and complex conditions to avoid deterioration and crises in their health, and to strengthen primary care so it can provide seven-day-a-week access to services and address common causes of ill health.

## Integrated Teams

We are creating twelve integrated teams of existing health and social care staff in each part (locality) of LLR to provide more coordinated and comprehensive support in the community.

## Our next steps to better health and care for everyone

These teams are comprised of community nurses, GPs, and social care staff, who work hand in hand to support people with long-term conditions, the frail and those with other complex/high-cost health and care needs.

The teams are setting up improved methods of multidisciplinary working in each local area, so that care is planned, coordinated and delivered more effectively for patients, families, carers and the professionals supporting them. In some areas of LLR this work is well underway and teams are receiving and analysing data about those most in need of support, holding case conferences to determine the actions required and coordinating care locally. This means that patients can remain at home for as long as possible. The new approach to joint working means care will be less fragmented and more is done proactively to support people, rather than waiting for a crisis to occur.

The teams will be delivering a range of interventions to improve care and support. These will include, reviewing care plans, undertaking medication reviews, ensuring patients are accessing flu vaccinations, agreeing who to contact and what to do in the event of a deterioration in the patient's condition and liaising with social services.

For patients who have been assessed as frail, additional interventions will be put in place based on national best practice, and in line with a new approach to frailty across the health and care system, which is being rolled out in 2018.

If an admission to hospital is needed, the locality team will liaise with those involved in hospital discharge arrangements to ensure patients are supported on their return home. This will be done in conjunction with other services, such as rehabilitation services, or those supplying equipment or housing adaptations.

In each part (locality) of LLR there are a range of existing community-based services, which are provided by agencies and voluntary sector groups and focus on prevention and wellbeing. Each locality team will advise patients about what is available in their area.

This might include:

- support for self-care when managing a long-term condition such as diabetes or Chronic Obstructive Pulmonary Disease

- advice and support about lifestyle factors such as weight management
- advice on welfare, housing and benefits
- improved home safety, equipment or falls prevention
- activities for people who experience anxiety or loneliness and options for accessing help with shopping or transport

In addition to integrated locality teams, specialist teams will focus on care pathways for those with cardio-respiratory conditions, diabetes, neurology and stroke rehabilitation, improvements to end of life services and the implementation of the new LLR falls prevention and treatment service.

### Primary Care

The GP surgery and the patient list will remain the central pillar of local care. However, we are strengthening the system and increasing the capacity available by establishing new roles within our primary healthcare teams. We are also creating integrated teams to care for people with long-term and complex conditions and supporting practices to work more closely together in networks or federations.



A comprehensive baseline of current workforce numbers has been established in general practice and programmes of training, education and development are being identified to help fill gaps.

This will benefit patients. Access to GP services will improve for those seeking same-day and non-urgent appointments by using a broader range of health and social care professionals. This means that GPs can

manage those most complex patients and co-ordinate the care for the rest of their patient population which would be delivered by multi-disciplinary teams including nurse practitioners, health care assistants and pharmacists.

Access for patients will be provided in the evenings and at weekends through hubs established across LLR. There are already four in Leicester City, four in East Leicestershire and Rutland and three in West Leicestershire.

A key challenge facing primary care is managing demand as a result of an increase in patients with long-term conditions and complex illnesses, and rising patient expectations. Practice have identified vulnerable patients. GPs will lead integrated teams of health and social care professionals and be the care-coordinators for these people. The focus on complex patients will enable care to be provided closer to home and interventions can occur early, before a crisis develops.

## Preventing ill health

Prevention of illness and disease has the potential to lead to longer, healthier lives for local people and have a substantial impact on the future need and demand for health and social care services.

We have looked at national evidence about what is effective in preventing illness to establish what approaches are most likely to demonstrate the quickest returns on investment (within three to five years).

These include:

- Comprehensive management of people with long-term and complex conditions to prevent crises and deterioration in their health (as described above)
- Creating a more coordinated approach to the treatment and management of cardiovascular disease (the most common cause of death in men) and its risk factors
- Strengthening referral pathways to alcohol treatment services for people in hospital as a result of alcohol or substance misuse
- Making Every Contact Count by ensuring NHS and social care staff are trained and supported to provide advice to patients about healthy lifestyles

- Ensuring patients who need extra support are referred to local services to make lifestyle changes such as stopping smoking, getting active or managing weight
- Developing new approaches to supporting self-care including, a Healthy Living Pharmacy scheme across LLR, which prompts health, wellbeing and self-care
- Combating diabetes, working with Leicester Diabetes Centre and the global Cities Changing Diabetes programme.



*The focus on complex patients will enable care to be provided closer to home and interventions can occur early, before a crisis develops.*



## Our next steps to better health and care for everyone



### Care closer to home

Our goal is to provide safe care at home or in the community and to reduce dependency on acute hospitals. To achieve this, we will deliver more short-term health and social care support to help people at a time of illness or crisis and during the recovery and rehabilitation phase at home, at their usual place of residence (e.g. a care home) or within their local community.

In addition, we will improve the provision of planned care, such as tests for certain medical procedures, by streamlining the referral process and making more care available outside hospital and within community settings.

### Home First

A key aspect of our model of care in LLR is “home first”. We want NHS and our partners in local authorities to ask, “how best can we keep this person at home?” Home First services support people, who may have a chronic condition or multiple illnesses, to remain in their homes when they are having a health or social care crisis, rather than needing to go into hospital or a care home. Home First services also help people return home from hospital quickly and provide them with rehabilitation and reablement to help restore their health, wellbeing and independence. Transitional care will be available in a timely manner through:

### Step Up Care

Transitional care services will deliver intensive support when a person’s health deteriorates, for example, this may be a period of illness on top of a chronic condition. Specifically, services include crisis support in the person’s own home, reablement, short term therapy, community health and carer support. It may also include short-term care in a bed-based service in the community, such as a reablement bed or interim care bed. There are clear procedures to escalate care when necessary, including transfer to an acute hospital.

### Step Down Care

These services are aimed at facilitating safe, speedy discharges from an acute hospital when a person no longer requires specialist treatment, but they do need support to regain their strength and independence. Follow-up assessments and support may be arranged in the person’s own home or in a care home, which delivers a rehabilitation/ reablement service following a hospital admission. Patients who are well enough to leave the acute hospital, but still require general medical care can stay in a community hospital.



### Support for Carers

Carers play a critical role in supporting patients, which provides invaluable support to individuals and families, and also reduces the need for NHS and social care services. It is important to support local carers so they can continue to deliver this vital role. We have identified priority actions, which include: Improving the identification of carers and increasing the number highlighted on GP registers; providing information and guidance to help carers navigate services; promoting health checks for carers and including their input in the care plans of patients to secure the best possible outcomes.

## Support people living in a care home

Care homes play an important role in the health and care system. Across LLR there are 300 care homes looking after people in more than 8,000 beds. We recognise we need to work with care home providers to provide more preventative care and support to people living in care homes who are at risk of losing their independence and having an unplanned admission to hospital. Therefore, we have established a care home specific work stream within the Home First programme. The three aims are to ensure that:

- we provide high quality care within care homes
- people have access to the right services to allow a person to live as independently as possible
- we make the best use of resources by reducing unnecessary visits to hospitals and hospital admissions while providing the best care for residents

## Planned Care

Planned care is routine services with a planned appointment or intervention which could be in a hospital or a community setting including your GP practice or at your dentist.

In LLR, a high proportion of planned care relies on patients travelling to one of the three city-based hospitals or to the hospitals on the borders of the counties, or beyond and is often hampered by the pressure of emergency demand, which can lead to cancelled operations and appointments.

Demand is increasing and improving the efficiency of planned care is a key component of the BCT partners' financial planning. Planned care pathways will be redesigned so that some outpatient appointments, diagnostic tests and day-case procedures can be carried out in community hospitals and other facilities in primary care. This will reduce unnecessary stays, outpatient appointments and follow-ups in acute hospitals.

We will tackle the duplication of services, improving the flow of work through operating theatres and generating savings by better management of outpatient appointments, including reducing unnecessary face-to-face appointments and

conducting some in the community and making best use of medicines.

Planned care will be supported by standardised referral processes and pre-referral specialist advice and guidance to ensure patients are referred appropriately and only when needed.

## Continuing Healthcare

New pathways for the determination of eligibility for Continuing Healthcare have been developed in LLR to speed up the assessment process. The new pathway will also provide more consistent decision making in terms of eligibility, improved discharge processes so that assessments are completed out of hospital and review high-cost placements. These pathways are underpinned by a series of standard operating procedures that have been approved by all partner organisations. We aim to make Personal Health Budgets the default offer for all Continuing Healthcare-eligible individuals from April 2019.

## Integrated Personal Budgets

We are working to extend the personal health budget offer to other service users who are not eligible for Continuing Healthcare. This will include people with learning disabilities, mental health difficulties and long-term conditions. This work will link to the nationally-led and locally-driven Integrated Personal Commissioning programme that is supporting healthcare empowerment and the better integration of services across health, social care and the voluntary and community sector.





## Care in a crisis

Our goal is to predict and manage the demand for urgent care and to deliver it promptly and in the most appropriate way and place; whether that is online, over the telephone, in the community or in the emergency department at an acute hospital.

### Managing demand

Our model for urgent and emergency care incorporates strengthening primary care, improving support for self-care and the provision of care closer to home so that fewer patients with long term and complex conditions experience a health crisis, which necessitates an emergency visit to hospital.

Significant local progress has been made over the last year providing a clinical advice and triage service through NHS111, including enabling navigation of services and directing patients to the best place for treatment. The development of NHS111, including raising further awareness of the service, is central to managing demand for urgent and emergency health services.

We will increase the volume of patients contacting NHS111, either by phone or online, and expand the range of conditions passed for clinical assessment. Building on the success of direct transfer of patients to child and adolescent mental health services (CAMHS) and referral to specialist mental health advice for adults, we will introduce direct transfer to adult mental health crisis services.

To support clinical assessment and treatment of urgent care presentations we will ensure clinical information is used to identify and 'flag' patients, who would benefit from speaking to a clinician early on, for example people who have been assessed as frail. This will be supported by proactive care planning by GPs. We will increase the number of appointments directly booked from clinical navigation, including in-hours appointments with GP practices across LLR.

We will work with our provider of NHS111, partners

and stakeholders to implement NHS111 Online to improve access for patients to assessment and advice. We will implement telemedicine within clinical navigation to provide remote support to residents of care homes and their carers through a video link.

We will also ensure that healthcare professionals, including GPs, care home staff and EMAS crews, have direct access to urgent care support and guidance. In 2018 through the engagement of our primary and secondary care clinicians we will redesign telephone advice for healthcare professionals, focusing on providing dedicated support to reduce emergency admissions and emergency attendances, and ensure patients are treated in the most appropriate place.

### Discharge

Delays in discharging patients result in extended hospital stays and a shortage of hospital beds, which slows the admission of new, emergency cases.

Significant progress has been made to improve the discharge process and reduce delayed transfers of care in LLR. To further improve discharge, we are developing a real-time demand and activity model to enable longer-term, responsive planning; we will establish a discharge operations hub bringing together members of the integrated discharge team in one location and we are expanding the trusted assessor role to work with care homes.

### Urgent care in the community

We are ensuring that alternatives to hospital emergency Departments are available. Services are organised in a 'tiers of care' model, integrating extended primary care and out of hours care. This will include a consistent offer of extended hours in general practice, out of hours services, urgent treatment centres (UTCs), home-based visiting and crisis response services, which will be implemented during 2018.

Urgent treatment centres will be GP-led and open 12 hours a day. In LLR, our UTCs are at the Loughborough, Oadby and Merlyn Vaz (Leicester) sites. We will increase their diagnostic capability and ensure they meet national standards, including electronic prescribing. We will extend direct booking between urgent care services, with practices accessing services for some patients who need same day appointments.

In addition, a consultation exercise about urgent care access in the community with East Leicestershire and Rutland is underway.

## Mental health

People with severe mental ill health are three times more likely to attend the emergency department than the general population and five times more likely to be admitted as an emergency. The right support offered earlier, will increase the number of people who are able to stay in their home environment and recover more quickly.

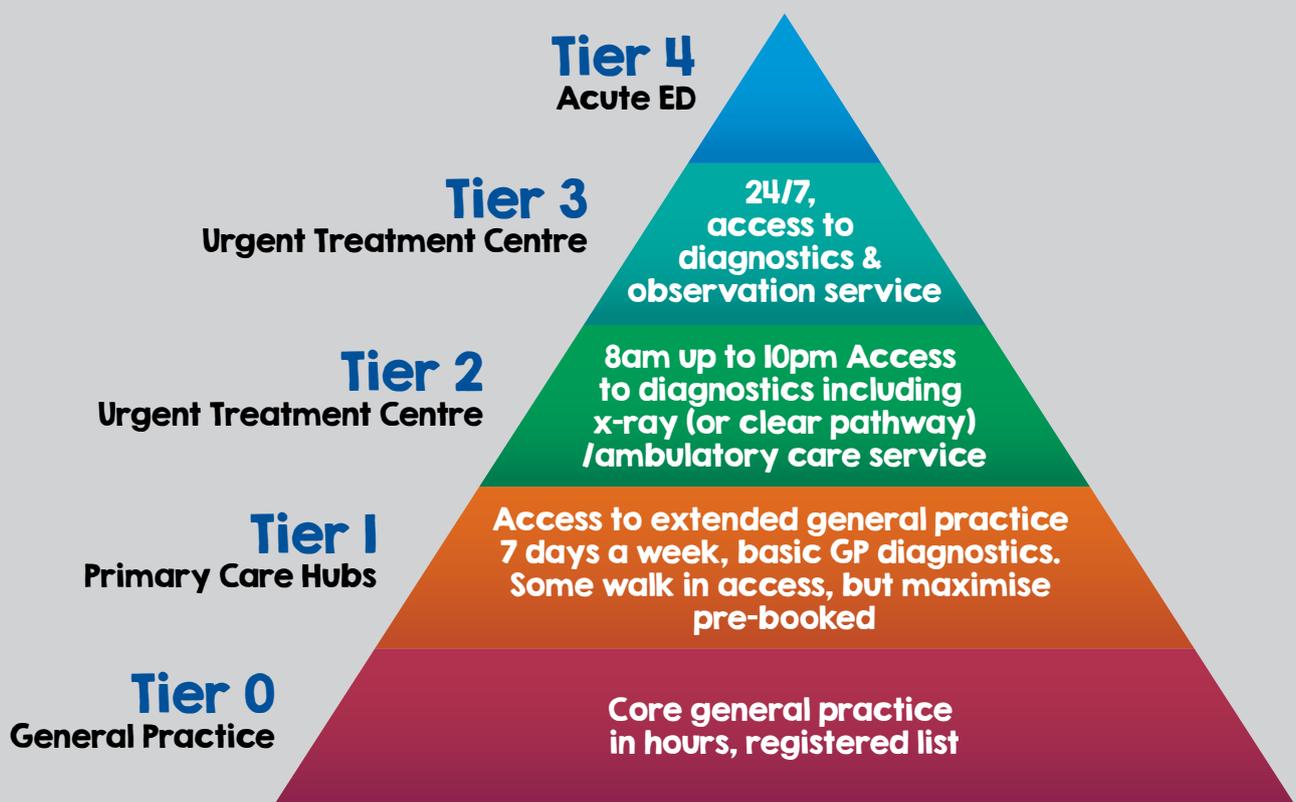
To deliver this, the crisis service will be expanded to provide more home support and alternatives to hospital admissions for some individuals and we will

build on partnerships with the police and ambulance service to provide care for people who present to them with a mental health need. The development of the Crisis House, a 24-hour, 7-day-a-week quick-access service for people in Leicester, Leicestershire and Rutland, has already provided additional support to people needing urgent mental health care.

Mental health practitioner assessment already delivers one-hour response 24/7 within the emergency department and this will be expanded to other wards and clinical areas within our hospitals to meet the national 'Core 24' NHS service standard by 2020/21.

For further information on support for people with mental ill health please see page 25.

## Urgent Care System in LLR



## Our next steps to better health and care for everyone



## Specialist Care

Our goal is to create specialist pathways, incorporating staff from the NHS, local authorities and partner organisations, to meet and deliver evidence based clinical best practice.

The BCT partnership includes workstreams that focus on developing high-quality care in the areas of maternity, children, mental health, learning disabilities, dementia and cancer.

Over the next year, the partnership will publish detailed plans for each area, which have been developed by clinicians, NHS and local authority staff, as well as patient representatives.

### Mental Health

Our objective is to put mental health on a par with physical health. Our strategy is informed by a large 'Healthier In Mind' engagement programme, which consulted almost 1,000 people on the priorities for mental health care in LLR.

#### Prevention

We are focused on improving support to people in LLR in those aspects of their lives that influence mental wellbeing, such as housing, benefits advice, personal finance, diet, exercise, smoking cessation, anti-stigma promotion, avoidance of substance misuse and links with criminal justice.

Collective action between the NHS, local authority and other statutory services, employers, education providers, community groups and the voluntary sector will enable us to address these issues and to deliver the aims set out in the Prevention Concordat for Better Mental Health, published by Government in October 2017.

#### Specialist Services

We will expand and increase direct access to psychological therapies and deliver wholesale improvement of the acute pathway. Twenty-five percent of people with common mental health conditions (such as depression and anxiety) should be

supported by psychological therapies by 2020/21. A five-year transformation programme is underway to co-design with service users, carers, staff and other stakeholders a radically different model of specialist services.



*The right support earlier will increase the number of people who are able to get the support to stay in their home environment and recover quicker.*



#### Targeted Early Support

Targeted support can prevent long-term harm to people. We will strengthen the support we offer to new mothers, people who show early signs of psychosis and those at risk of suicide.

In addition, over the next five years there will be enhancements to the mental health support in physical health services (known as liaison) and targeted psychological therapies for people with long-term physical conditions and there will be increased support for checking the physical health of people receiving mental health services.

### Cancer

We are developing solutions that will not only meet the NHS standards for cancer treatment, but will also prevent disease, detect it earlier and support patients living with and beyond cancer. We are working towards implementing the recommendations from Achieving World Class Cancer Outcomes Strategy 2015/20

**Prevention:** We will develop and continue to run programmes, such as screening initiatives, to prevent cancers and reduce the risk factors such as smoking and obesity through activities to raise awareness.

**Improve the early detection of cancers:** We will raise the profile of symptoms, improve diagnostic tests and pathways, (such as the offer of a FIT test as a tool

within the bowel cancer pathway), and work towards the national optimal lung cancer pathway.



**Develop a package to support people living with and beyond cancer:** Working with Macmillan Cancer Support, Cancer Research UK and the East Midlands Cancer Alliance, the CCGs will work with the acute trust and primary care to provide a local offer for patients accessing a seamless recovery package.

**Review and redesign pathways:** We will meet the 2020 requirement that all patients should have access to high-quality and timely services working with our local Cancer Alliance.

**Remotely monitor patients:** We will continue to check patients who have had prostate and thyroid cancer for whom care has been moved into the community with hospital support and look to develop other tumour groups which can be monitored remotely.

**Strengthen the process for cancer two-week referrals:** Ensure the utilisation of PRISM (the Pathway and Referral Implementation System, which manages referrals from GPs to specialist services) for all urgent, suspected cancer two-week wait referrals and review the design of the 2 week wait forms so that they contain the relevant information required by the acute trust.

**Ensure a regional approach to delivering high quality cancer care:** Across specialities we will mirror and endorse the work of the East Midlands Cancer Alliance.

## Dementia

It is estimated 13,000 people aged over 65 live with dementia in LLR. This figure is expected to reach 23,000 within 20 years. We are taking a number of actions to meet this challenge. This includes training healthcare professionals within primary care to ensure an early diagnosis in order to meet the national diagnosis target of 67% of prevalence; provide better post-diagnostic support to patients and their families/carers in acute hospitals and in the community; review the memory assessment pathway to deliver treatment within six weeks of referral; and improve care of patients through the establishment of more dementia-friendly GP practices, which will include the dementia health check.

## Learning Disability

Across LLR there are almost 16,000 people living with a learning disability which is set to increase over the next 10 years. In line with NHS England's 'Building the Right Support' national plan we will deliver proactive, preventative care through a number of measures, such as, providing multi-disciplinary support in the community, including intensive support when necessary, to avoid admission to inpatient services and strengthening our crisis response offer by commissioning appropriate services more locally.

We will facilitate discharge from hospital to a step-down service that can be tailored to meet the temporary needs of the patient while awaiting appropriate community provision. In addition, we will look to expand the use of personal health budgets; review local short break provision and provide access to a greater choice in housing for people to live well in the community.



*We will facilitate discharge from hospital to a step-down service that can be tailored to meet the temporary needs of the patient while awaiting appropriate community provision.*



## Our next steps to better health and care for everyone

We will create a system that supports the role of Personal Health Budgets and works with cross-boundary providers and commissioners to facilitate choice.

Our maternity and neonatal services will be developed based on best practice and will be easily accessible. We propose to consolidate all women's acute and neonatal services at Leicester Royal Infirmary in a new maternity hospital supported by appropriate infrastructure and a flexible, multi-disciplinary workforce that responds to changes in volume and complexity.

### Children and Young People

Our vision is to improve the health and wellbeing of children and young people, reduce inequalities and support them into adulthood with a focus on

independence and improve emotional and mental health and wellbeing. This will be achieved through the implementation of a shared model of care that delivers a system-wide emotional health and wellbeing service for children and young people. Integrated pathways will be established across primary and secondary care as well as public health and social care, thereby reducing duplication and maximising productivity. In addition, projects will focus on reducing in-patient activity and hospital-based outpatient contacts and developing networks with regional providers to ensure children and young people have access to appropriate tertiary services.



SECTION

06

Proposals to reconfigure  
hospital, maternity and  
community services

**To deliver high quality, safe services, which are affordable, we are considering how we best provide hospital and maternity services in LLR in the years ahead. We are currently developing a business case for some significant changes, which will be robustly scrutinised by the Clinical Leadership Group in LLR and the East Midlands Clinical Senate before it is submitted to NHS Improvement, NHS England and the Department of Health and Social Care for consideration. Should our capital bid to access funding be successful, these proposals will be subject to public engagement, and where appropriate, consultation.**

Our proposals are to:

- Reconfigure acute hospitals to move acute clinical services onto two sites, Leicester Royal Infirmary and Glenfield Hospital, and retain some non-acute health services on the site of Leicester General Hospital (LGH).
- Remodel maternity services to create a new maternity hospital at the Leicester Royal Infirmary and subject to the outcome of the consultation, a midwife-led unit at the Leicester General Hospital. We will close the birthing unit at St Mary's Hospital, Melton Mowbray.
- Redesign community services to ensure there is sufficient capacity to meet the needs of patients in LLR as we move care closer to home.



**What will the plan mean for  
Leicester's acute hospitals**

The current, three acute site configuration reflects the history of how hospitals in Leicester evolved over time and is suboptimal in clinical, performance and financial

terms. Medical and nursing resources are spread too thinly making services operationally unstable and the duplication and triplication of clinical and support services is inefficient. Many planned, elective and outpatient services currently run alongside emergency services, and as a result, when emergency pressures increase, it is elective patients who suffer delays and last-minute cancellations. The proposal to reconfigure hospitals so that acute clinical services will be at Leicester Royal Infirmary and Glenfield Hospital, while retaining some health services on the site of Leicester General Hospital, will require major investment of £367million to provide safe, high quality specialist care for years to come.

An analysis of acute hospital bed numbers now suggests they are likely to increase slightly over the coming years, compared to current levels.



Andrew Furlong,  
Medical Director, UHL

*"Many of our hospital services are where they are as a product of history rather than by design. In some cases this has led to duplication and even triplication of services meaning that care is not provided in the most clinically effective way that makes sense for patients."*

Our hospitals suffer from a significant backlog of maintenance and these proposals, if supported by national bodies, would allow us to invest in the two acute sites and modernise our facilities. Operating two more efficient hospital sites would save £24.5 million a year in running costs and help make our hospitals financially sustainable.

## Proposals to reconfigure hospital, maternity and community services



### What will it mean for maternity services?

Our maternity units were designed for

**8,500**  
births per year

They are currently delivering

**10,500**  
births per year

The proposal is to remodel services to create a new maternity hospital at the Leicester Royal Infirmary and subject to the outcome of the consultation, a midwife-led unit at the Leicester General Hospital. At present, maternity services are spread across units at the LRI and LGH and it is challenging to maintain adequate staffing over the two sites. Already, there are times when the quality of care at either the LRI or LGH is compromised by the availability of resources particularly in neonatology and obstetrics. Service reviews do not consider this sustainable for the long-term.

In addition to staffing, the facilities themselves require modernisation to cater for increased demand. Maternity facilities at UHL were designed to cater for approximately 8,500 deliveries per year, but deliveries now total approximately 10,500 per year. Demand through a rise in the number of births and the complexity of deliveries is expected in the years ahead.



Ian Scudamore,  
Director of  
Women's and  
Children's  
Services, UHL

*"The proposals of the BCT partnership have been developed after extensive discussion and input from consultants, midwives and women themselves. The proposals are intended to develop our maternity services so that they are better for the women and their families that use them and will be so for the long term."*

Reviews of maternity services in LLR have identified that the standalone birthing centre at St Mary's in Melton Mowbray is not accessible for the majority of women and it is underutilised with just one birth taking place every two days.



*As a result, these proposals do not reduce choice for the majority of women in LLR, but increase it by offering many more expectant mothers an option.*



However, it is recognised that many women may prefer to choose to have their baby in a community based standalone midwifery birth centre and there will be consultation on offering this as an option on a site which provides the best equity of access for the women of LLR. We will consult with a view to maintaining this for the long-term if there is sufficient utilisation to ensure its sustainability. As a result, these proposals do not reduce choice for the majority of women in LLR, but increase it by offering many more expectant mothers an option.



### What will it mean for community services

Effective community services are crucial to the successful implementation of our model of care. In order to deliver integrated care, keep people well and out of hospital and to move care closer to home, we have to ensure appropriate facilities and services are in place within the community. Therefore, we are considering how community services need to change.

We have engaged with the community of Hinckley and Bosworth since 2014 and have developed proposals for improvements to community services for this population which will be consulted on. The proposals aim to expand services available by increasing the number of day case operations and range of outpatient clinics provided from local facilities.

In order to allow for the expansion of services we do need to change the use of some beds at Hinckley and Bosworth Community Hospital from inpatient beds to day beds.

In addition, we will work with patients, clinicians, partner organisations and staff, to strengthen the provision of integrated care in communities in LLR, supporting independence and reducing hospital (re) admissions. Our proposals will consider how:

- Intensive Community Support services can work more closely with social care rapid response teams and reablement services to prevent an admission to hospital or to support recovery after a stay in hospital. We are developing proposals for integrated services that support the principle of 'Home First'
- District nurses and some physiotherapists can work as part of multi-disciplinary, integrated locality teams to coordinate care for patients who are frail, have multiple health conditions or require additional support. (See the section on Integrated Locality Teams on page 18)
- Community and intermediate care beds can complement home-based support. This work will clarify the clinical model, type and number of beds required.

In developing a model for community services our primary focus is on ensuring we have the right, high-quality care to meet our patients' needs now and in the future. However, with the NHS facing significant financial pressures we need to develop services that are affordable and deliver value for money.

Detailed plans are being developed during the course of 2018. There will be opportunities for local people, clinicians, staff and partner organisations to help shape the future model for community services in Leicester, Leicestershire and Rutland.

## Funding the reconfiguration

We propose to make these changes to how we use some sites to improve the quality of health services and ensure they run more efficiently.

We have redrafted our Estates Strategy and updated our priorities to reflect our funding requirements, the approval of which will be decided on at a national level. This remain an iterative process, responding to the needs of the BCT programme to support the changes in care delivery.



## The enablers that improve services for our population

### SECTION

# 07

## The enablers that improve services for our population

**Creating the environment and conditions across LLR that will enable clinical and professional teams to successfully deliver the service improvements that we need for local people at the locality and network levels requires a workforce with the right skills and behaviours, in the right place. It also requires us to capitalise on advances in technology, attract money and maximise the value of every pound we spend.**

### Our staff

Our staff are critical to the delivery of high quality patient care and across Leicester, Leicestershire and Rutland there are 21,974 healthcare staff [3751(primary care); 12,988(UHL); 5,235 (LPT)] and 32,100 social care staff.

Having the right workforce with the right skills and behaviours in the right place, at the right time is critical to supporting our local population to stay healthy, lead independent lives and reach their full potential.

Some of our specific responses to the workforce challenge are detailed below. Our future plans also need to resolve challenges which replicate the national picture such as increasing workplace demands, high levels of vacancies, high use of the agency staff and the impact of Brexit. We have summarised some key areas that we will improve:

#### Vacancies

- It can be difficult to recruit high quality staff to our local area
- It is difficult to recruit trainee doctors into some specialisms such as emergency medicine, frail elderly, GPs, and some cancer specialists
- There are high numbers of vacancies in adult social care services
- The younger workforce is seeking more flexible hours and work patterns

#### Sickness

- Strategies are being put in place to reduce sickness levels but we still lose a lot of days to staff sickness
- The most common reasons given in sickness reporting are back problems, stress and anxiety

#### Turnover

- There is a high turnover of staff in social care, although around two thirds are recruited from within social care settings
- Staff often leave because they are attracted by better pay, promotional opportunities or they want to broaden their experience

## We are doing this by:

1

- A nursing Associate Programme has been developed in partnership with the local education provider to support a career pathway from HCA to Registered nurse
- National Strategy to recruit more trainee doctors
- Return to practice programmes for nurses, doctors and therapists who want to return to work
- Increase in Apprenticeship opportunities including clinical apprentices and making best use of the levy across LLR

2

- Career progression opportunities such as the Nurse Associate role above
- Introduction of more flexible working for staff, particularly medical trainees
- Development of new and extended roles such as advanced practitioners and Physician Associates

3

- Health and wellbeing strategy is being implemented
- Time to Change Champions and development of website
- Highlighting Mental Health Awareness
- Better sickness reporting procedures
- Practical help for staff with back problems and stress/anxiety and depression

4

- Development of a talent pipeline
- Ensure that staff are clear about their roles and are given regular feedback

5

- Artificial Intelligence including robotics, genomics and digitalisation could predict which individuals or groups of individuals are at risk of illness and allow the NHS to target treatment more effectively
- Can give all health professionals and patients access to cutting edge diagnostics and treatment tailored to individual need
- Help address the efficiency and funding gap by automating tasks, triaging patients to the most appropriate services and allowing them to self-care
- This could have major implications on the shape and size of the future workforce, as well as investment in training our staff to use new technologies

6

- Adopt a model that will help us to understand what our local population needs are so that we can shape the future health and social care workforce
- Examine our current workforce and identify how we will need to prepare our staff, in the best way possible, to deliver the best care that we can

## The enablers that improve services for our population



The workforce plan for Primary Care has been completed and work is underway on both the Mental Health and Urgent and Emergency Care plans.

Work will now begin on the Maternity and the Cancer care workforce plans throughout 2018. There will also be an update to the overarching LLR Workforce Strategy which will look at the NHS and Adult Social Care workforce as a whole. This will help us with understanding how our staff need to work across different organisations and across different models of care.

### Technology

Our aim is to provide secure, shared access to a single source of electronic patient records across all systems supporting health and care within LLR, to create a safer, more efficient system, improve patient outcomes and support integrated care by 2021.

This will enable clinicians to have access to a patient's care record at any point in the care pathway, from GP appointment, to urgent or emergency situations, within hospital and back at their local surgery after

discharge. Shared access to patients' records is critical to the successful delivery of Integrated Locality Teams and care pathways that require input from different specialisms and it will improve the patient experience, since they will not have to repeat the same information whenever they are transferred from one part of the system to another.

To achieve this, we are working to deliver a single, core electronic record transcending primary, community, acute and social care with patient access/contribution. This will allow all partners to have one version of the record describing who that patient is, where they are registered and who is actively caring for them.

In addition, we will develop new applications to allow face-to-face consultations and greater self-care with the promise of direct access to services should the patient require it, as opposed to booked follow up appointments and clinics. This digital self-service will be offered via an app or website portal, or through assistive technology used to monitor the patient remotely.

## NHS Financial Resources

**Last year the local NHS in LLR spent c£1.95 billion on running local health services. This includes paying staff, running our buildings and equipment/IT, and funding treatments and drugs. The greatest proportion of this was spent on acute hospital services, followed by mental health, community, primary care and continuing health care services.**

This is clearly a significant sum of public funding and it is also one that increases year on year. However, in recent years the rate of growth in local health funding has been consistently outstripped by increases in demand for services and cost pressures in providing these.

As noted earlier in this document, the population is getting bigger and older, and expectations are rising along with the costs of meeting them. Demographic pressures in the form of a growing and ageing population are key, but only part of, the challenge. Rising public expectations, changing population health needs, and a range of cost pressures from wages, to new drugs and technologies are all creating substantial pressure on local NHS resources.



Alongside these increases in demand and cost pressures, the level of health funding has grown more slowly over the last eight years than in any comparable period since the NHS was founded in 1948. To put this into context, a recent report by the Institute for Fiscal Studies and The Health Foundation (May 2018) found that in the seven years since 2009/10, per-person spending on health nationally grew by 0.6%, compared with average annual increases of 3.3% since the NHS was formed.

Set against this context it is not surprising that after a record sustained period of low funding growth combined with continuous increases in health service demand and cost, the NHS locally and across much of the Country is under considerable financial strain. Put simply, demands on local NHS resources are growing faster than those available; as a result our local health and social care services are under increasing financial pressure.

This was evident locally last year, where for 2017/18 three of our local NHS organisations within the Partnership overspent on their in-year allocations (UHL, ELRCCG and WLCCG).

In terms of this financial year 2018/19, the size of the savings challenge is even greater. This year the scale of the challenge is even greater than ever, with the local NHS organisations needing to save £120 million between them in order to operate within levels of funding allocated to them. We have plans in place to do this by focusing on redesigning services, while cutting waste and reducing inefficiency across a number of areas including:

- Freeing up hospital beds by reducing delays for stages of treatment and enabling timely discharge once patients are medically fit
- Procurement to reduce the cost of goods and services
- Minimising high cost staff spend on agency and locums
- Increasing productivity in operating theatres and outpatients

## Financial outlook

- Managing demand to make sure that patients get to the right service, first time, thereby reducing avoidable demand
- Getting best value out of medicines and pharmacy
- Reducing unwarranted variation in clinical quality and efficiency
- Making best use of estates, infrastructure and clinical support services

These financial pressures and the ongoing requirement to make significant year on year savings are not unique to LLR. In response to the scale of financial pressures across the NHS, the Prime Minister set out plans in June this year to increase NHS funding by £20.5 billion over the next five years. This means the NHS nationally will receive an average 3.4 per cent a year real-terms increase (i.e. above inflation) in funding over the next five years. This funding growth will be 'frontloaded', meaning the annual rates of growth will be slightly greater in the first two years (3.6%) and then slightly lower in the later periods. This increased funding will support a new 10-year long-term NHS Plan which is expected to be published later this year and to set out the priorities that the NHS will need to deliver through this period of additional funding growth.

In terms of the NHS financial regime, it is also expected that the 10-year NHS Plan will set out proposals for what the Chief Executive of NHS Improvement, Ian Dalton, has described as a 'new financial architecture' from 2019. It is likely that this will include changes to make NHS financial management fairer, simpler and more effective, including changes to the way some health services are funded in order to align incentives based more on outcomes and efficiency rather than levels of activity.

Locally, this prospect of additional NHS funding is clearly welcomed by the BCT Partners. We will have to wait and see detail later this year of how this will be invested across the service and what it will mean for us locally. This is why we have not published a full system financial refresh as part of this Next Steps document.

Two things are clear though. First, notwithstanding the level of additional funding that may be allocated

to LLR, this is unlikely to be sufficient to cover both the costs of additional demand/cost pressures and create the financial headroom needed to support some aspects of service transformation and introducing new models of care.

Second, the new national funding is for the NHS only and will therefore not help ease the pressure on local authority social care budgets which are themselves under arguably even greater financial pressure than NHS services.

So whilst the new funding is absolutely welcome, it is not going to change the ongoing requirement for local BCT partners to work together to make



*... demands on local NHS resources are growing faster than those available; as a result our local health and social care services are under increasing financial pressure.*



difficult resource choices and improve productivity and efficiency in the way that we provide services to local people. Our priority will be to do this in a way that focuses on maintaining core clinical services and safeguard quality and patient safety. Our approach is also seeing the various local NHS organisations work more closely together than ever through the BCT Partnership, in order to make sure that the overall health budget for our area is spent and managed well. This is about making sure that we make the best use of every 'health pound' in LLR in a way that is best for local patients and taxpayers.

So in summary, our main financial priorities across the BCT Partnership for 2018/19 are delivering our in year savings programmes and then revisiting our long term system financial plan in light of further detail on the new national funding and long-term plan expected later in the year.

## Capital and buildings

As part of the financial plan, we have identified that we have significant capital requirements to ensure that the buildings we operate out of are both fit for purpose and support the new ways of working identified in the NHS Five Year Forward View.

Understanding these capital priorities across Leicester, Leicestershire and Rutland and making these support the clinical service strategy has been an important part of the move nationally towards capital resource that is allocated through the partnership rather than to individual organisations.

**We have already been notified that 2 of our initial priorities have been supported:**

**UHL Intensive Care Unit**      **£30.8m**

**Leicestershire CAMHS & Eating Disorders Inpatient Unit**      **£8m**

In July this year we submitted our refreshed Draft Estates Strategy for Leicester, Leicestershire and Rutland to NHS England. This identified the three top local priorities for national capital funding as:

1. Reconfigure acute hospitals to move acute clinical services onto two sites, Leicester Royal Infirmary and Glenfield Hospital, and retain some non-acute health services on the site of Leicester General Hospital
2. Improving healthcare facilities in Hinckley Health Centre and community hospital
3. Creating the Leicester Ambulance Hub

These three schemes are being progressed through the national capital allocation process. Additional schemes for other services and sites may be brought forward over time as proposals progress.

## Transformation funding

Having access to funds available to enable new ways of working is often a key part of service change. To date we have been successful in securing c£9m of transformation funding from national organisations to support transformation – this is summarised in the table below:

Area	£000
<b>GP 5 Yr Forward View - Extended Access</b>	<b>3,368</b>
<b>GP 5 Yr Forward View - Other</b>	<b>792</b>
<b>Diabetes Transformation</b>	<b>827</b>
<b>Children and Young Peoples Mental Health</b>	<b>1,302</b>
<b>Learning Disability Transformation</b>	<b>399</b>
<b>Urgent &amp; Emergency Care Transformation</b>	<b>1,668</b>
<b>Other</b>	<b>916</b>
<b>Total Funding Received</b>	<b>9,272</b>

## How the Better Care Together partnership will evolve and deliver improvements

SECTION

08

### How the Better Care Together partnership will evolve and deliver improvements

#### How we work

In LLR NHS organisations are working closely together through the BCT partnership, alongside local authorities.

The BCT partnership currently operates in 13 clinical work streams, which focus on different aspects of care and services. Supporting these work streams are five enabling groups. They are led by a representative of a local NHS trust, CCG or council, senior clinicians and social care experts. They bring together the expertise of the whole partnership to identify improvements in the way health and care services are delivered. The proposals made by work streams are subject to clinical scrutiny through the Clinical Leadership Group which is made up of senior doctors and nurses in LLR.



Patient representatives contribute to each work stream. The programme of work and proposals made by work streams are also scrutinised by the BCT Patient and Public Involvement Group.

#### Leadership

A System Leadership Team (SLT) oversees all aspects of the BCT programme to improve the delivery of health and social care in LLR. The SLT:

- set the direction and oversee delivery of the strategic plan
- provide collective problem solving and decision making for system wide issues
- provide oversight and monitoring of performance against the total available budget



The SLT meets on a monthly basis. The NHS members of the SLT are the managing directors and clinical chairs of each of the three LLR CCGs, the chief executives and medical directors of the two NHS trusts in LLR and senior managers from the ambulance trust. The meeting is also attended by the senior officers of Leicestershire and Rutland county councils, the chief operating officer of Leicester City Council and the chair of the BCT Patient and Public Involvement Group.

“

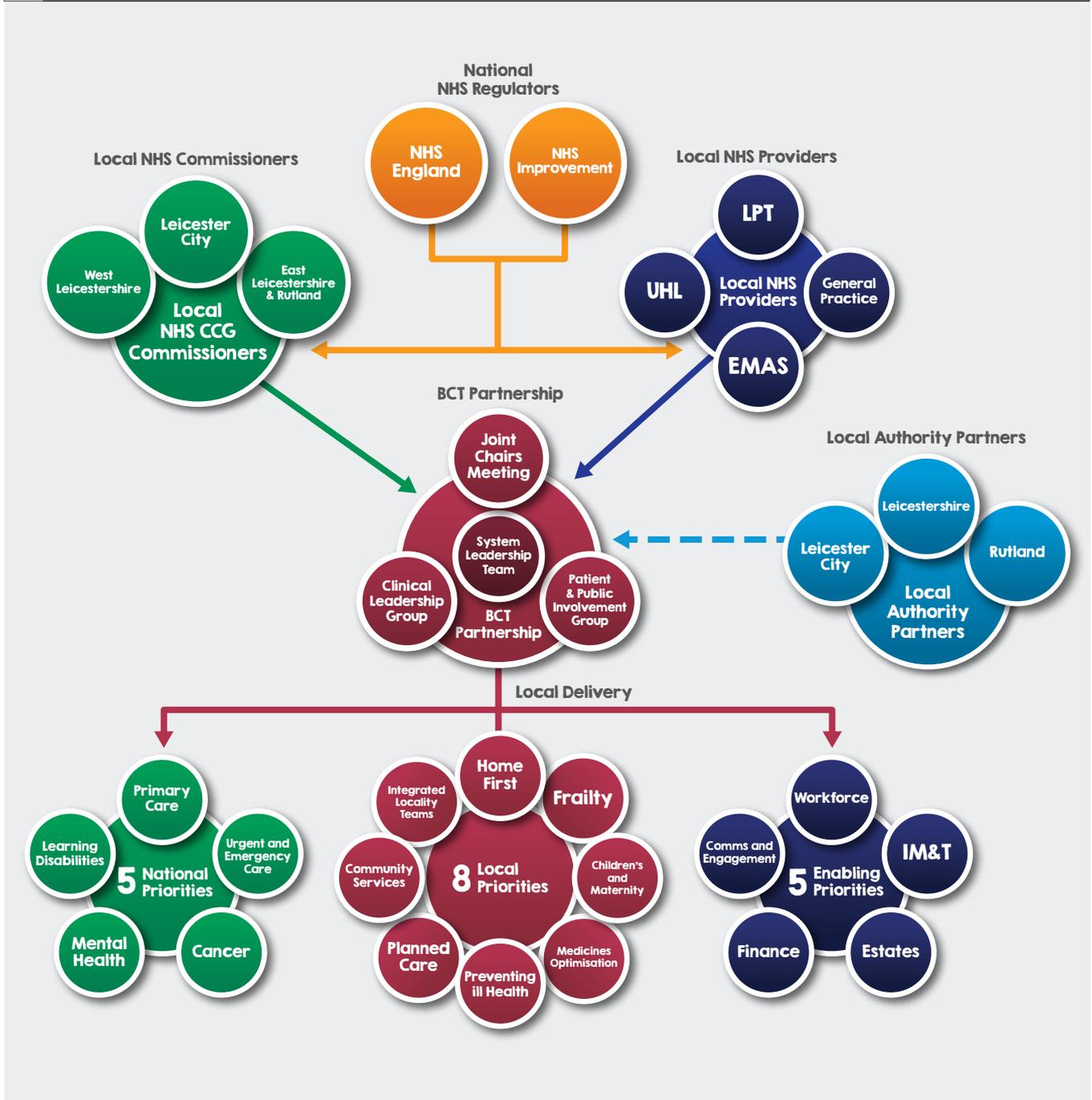
*The proposals made by work streams are subject to clinical scrutiny through the Clinical Leadership Group which is made up of senior doctors and nurses in LLR.*

”

## Governance

The diagram below illustrates how the various organisational parts of the current health and care system come together to focus on national and local priorities and enablers.

### Current Leicester, Leicestershire and Rutland System Governance



## How the Better Care Together partnership will evolve and deliver improvements

As is immediately apparent from the diagram on the previous page, in our local area, as well as across England, we have multiple organisations, with different statutory responsibilities, working across different geographies in LLR.

The role of local organisations and leaders within our BCT partnership is to develop new ways of working within the current statutory frameworks which enable us to operate in a more collaborative way as one system focused on doing the best for the health and care of local people.

Nationally, NHS England and the other arm's length bodies use the language of Sustainability Transformation Partnerships and Integrated Care Systems (ICS) to describe how they see organisations within local systems coming together in a way and over a timescale that makes sense for the local context in each area.

Locally, we talk more about this as the logical progression of the journey that we have already been on through our existing BCT programme.

Whatever you choose to call it, the essence is about partner organisations and our health and care staff working together to take shared responsibility for the planning and delivery of improved and sustainable health and social care for the people of LLR within the resources available to us.

Or more simply, it's about how we work together better as one team to do the right things for local people and tax payers.

We are not talking about creating new organisations. What we want to do is improve the way that the various parts of our system work together in order to operate more as 'one team'.

To support us to operate in this way, the clinical commissioning groups in LLR are discussing options to enhance their collaborative arrangements by reviewing the current governance structure of BCT, which has been in place since 2016, in line with national STP policy. This will ensure that they can better respond to the needs of the population by improving services while tackling the financial and operational issues we face.



## Engagement and communications

Improvements to health and care implemented by BCT partners are informed by significant engagement with the public, patients and patient groups as well as decision makers and independent reviews and include two major periods of engagement on BCT in the past three years.

In 2015, thousands of people were reached through a publicity campaign and more than 1,000 respondents completed a detailed questionnaire about the future of healthcare in LLR. In 2016/17, following the publication of a draft Sustainability and Transformation Plan for LLR, an engagement campaign generated 11,000 interactions through publicity, events, targeted meetings, digital and social media.

## Patient Experience

As we are making and proposing significant improvements to how we deliver healthcare in LLR, experience shows that listening to patients and understanding what matters most to them leads to more efficient and effective services.

So, when designing, commissioning and implementing services we are committed to a 'co-design approach'. This involves gathering experiences from patients, carers and staff through in-depth interviews, observations and group discussions, identifying touch points (emotionally significant points) and assigning positive or negative feelings. It also involves asking and understanding what matters most to people regarding aspects of their care. It leads to a more person-centred solution and a different way of working that improves the quality of care.

Co-design has been used in a number of BCT clinical work streams employing a variety of methods as adaption is always required depending on the group of people involved, which may include those with mental health problems, dementia, learning disabilities or young people.

## Community engagement

Building on the engagement and involvement undertaken by the BCT partnership over the past four years, we remain committed to holding meaningful conversations with communities in order to deliver more patient-centred services.

In partnership with our Patient and Public Involvement Group, we will do more to drive 'people powered' health by enhancing our understanding of local populations to improve integrated health and care services within communities.

The involvement of councillors, voluntary and community sector organisations, patient groups, including Healthwatch, and many others is essential to enable those communities to shape services and the care that people receive. They are best placed to help make positive change happen.

We are also engaging patients so they feel able to take control of their own health and social care and seek the right help, at the right time, by the right people in the right place.

## Consultation

Where a formal consultation is required we will involve the public to understand the impact of proposals to ensure that we provide the best possible care for local people.

We had hoped to consult in 2018 on a number of specific aspects of BCT, but the changes in our circumstances described earlier in this document have also affected the timetable we had for formal consultation. At a point where funding is agreed at a national level and we have an approved business case, we will consult with the public on our plans for acute reconfiguration, maternity services and some community services in Hinckley. Requirements for other formal consultations may also emerge from other service improvement proposals.

## Get involved

You can get involved in the development of health and care in LLR in many ways. You can become a member of your local NHS trust, sign up to receive information from your local clinical commissioning group, become a local Healthwatch member or subscribe to receive BCT updates.

**Our contact details are at the back of this document or visit our website at:**  
**[www.bettercareleicester.nhs.uk](http://www.bettercareleicester.nhs.uk)**



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